

DEPARTMENT OF ECONOMIC DEVELOPMENT

STATE BOARD REPORT

DIVISION OF PROFESSIONAL REGISTRATION
PUBLISHED BY THE MISSOURI BOARD OF EXAMINERS FOR
HEARING INSTRUMENT SPECIALISTS

Volume 7, Issue 1

September 2004

HEARING INSTRUMENT SPECIALIST ISSUES OF CONCERN

Last year it was reported that licensees would renew one last time on an annual basis and that when you renewed your license that expires on December 31, 2004, you would receive a biennial license which would expire on December 31, 2006. Since the last publication, the Board has reviewed its rule 4 CSR 165-2.060 and determined that as the rule is written the biennial license renewal periods and the continuing education reporting periods do not match. The biennial license renewal periods would begin at the end of each even numbered year, while the continuing education reporting periods would begin at the beginning of each even-numbered year.

The Board has determined that the best way to resolve this problem is to delay the implementation of biennial renewals for one year. The biennial license period will begin January 1, 2006. This will allow the biennial license renewal period and the continuing education reporting period to line up and hopefully make the transition to biennial renewal smooth for licensees.

Therefore, when you renew your license that expires on December 31, 2004, you will receive a license that expires on December 31, 2005. The renewal fee for the annual license is \$125.00. As the rule is written, licensee will not need to report continuing education until December 31, 2005. This will be the last year that you will receive an annual license.

When you renew your license that expires on December 31, 2005, you will be issued a biennial license which would expire on December 31, 2007. Licensees will be required to demonstrate that they have attended a minimum of twenty-four (24) hours of approved hearing instrument programs during

the reporting period January 1, 2004 to December 31, 2005.

The Board hopes that this will help answer any questions its licensees may have regarding annual and biennial renewal and the continuing education requirements. If you should have any questions regarding the biennial renewal process or the continuing education requirements, the Board asks that you contact the Board's office at (573) 751-0240. Contacting the Board's office directly may help eliminate confusion to licensees.

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Governor

The Honorable Bob Holden

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Division of Professional Registration

Marilyn Taylor Williams, Director

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INSTRUMENT SPECIALISTS**

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This is an official publication of the Division of Professional Registration. Submit articles to: BEHIS, P.O. Box 1335, Jefferson City, MO 65102.

MESSAGE FROM DIVISION DIRECTOR



*Marilyn Taylor
Williams,
Division Director*

House Bill 600 (2003) and House Bill 978 (2004) were enacted to increase the tax revenue collected by the State of Missouri. There are several "income tax accountability" provisions requiring the Department of Revenue to take steps to collect income taxes owed by state employees and licensed professionals. As most of you know, one provision was specifically aimed at professionals licensed by the Division of Professional Registration. The language is as follows:

"324.010. All governmental entities issuing professional licenses, certificates, registrations, or permits pursuant to sections 209.319 to 209.339, RSMo, sections 214.270 to 214.516, RSMo, sections 256.010 to 256.453, RSMo, section 375.014, RSMo, sections 436.005 to 436.071, RSMo, and chapter 317, RSMo, and chapters 324 to 346, RSMo, shall provide the director of revenue with the name and Social Security number of each applicant for licensure with or licensee of such entities within one month of the date the application is filed or at least one month prior to the anticipated renewal of a licensee's license. If such licensee is delinquent on any state taxes or has failed to file state income tax returns in the last three years, the director shall then send notice to each such entity and licensee. In the case of such delinquency or failure to file, the licensee's license shall be suspended within ninety days after notice of such delinquency or failure to file, unless the director of revenue verifies that such delinquency or failure has been remedied or arrangements have been made to achieve such remedy. Tax liability paid in protest or reasonably founded disputes with such liability shall be considered paid for the purposes of this section."

This statute requires the Department of Revenue to notify licensees, at the time of application or renewal, that they must file delinquent income tax returns or pay any delinquent taxes owed to the state. Since May of 2003, the Division of Professional Registration has been working with Revenue and the Attorney General's Office to establish procedures and define each agencies' responsibilities

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under this new law. As of July 2003, the effective date of the new law, the Division has been transmitting licensee data for each renewal cycle. Because of the amount of time that the Department of Revenue has needed for technical implementation of the law, their first notices did not go out to licensees until January of this year.

During the month of January, there were 12,000 licensees who received notices either to file delinquent returns or pay delinquent taxes. Licensees were given 90 days to resolve the issue or have their license disciplined as a matter of law. On July 21, 2004, the division disciplined over 800 licenses.

The law, as written, gives no discretion to either the Department of Revenue or the Division of Professional Registration. Revenue must send notices to every licensee who has no record of filing a return or paying taxes in the three years prior to renewing or applying for licensure. The Division must suspend the license of any licensee that fails to either respond that he or she does not live or work in Missouri, or resolve his or her tax delinquency. There are no appeal rights built into the law, and no right to cure the default after the 90-day period. If a licensee pays his or her taxes or files his or her return even one day after the 90-day period, the license may still be disciplined.

I cannot stress enough to our licensees the importance of responding promptly to any notification received from the Department of Revenue, even if the licensee has not lived or worked in Missouri in the last three years. Failure to respond could result in disciplinary action against your license. For some health-care professionals, this means reporting the disciplinary action to the federal health care databases - which may affect his/her ability to practice anywhere in the United States.

Yours truly,



Marilyn Taylor Williams
Division Director

NEW MEMBER APPOINTMENT

Roger Obermeier has been appointed to serve on the Board of Examiners for Hearing Instrument Specialists. He replaces Dennis Cory.



*Roger Obermeier,
Board Member*

Mr. Obermeier has been licensed as a Hearing Instrument Specialist since 1994. Mr. Obermeier is currently the owner of Obermeier Hearing Services, dba Miracle Ear. Prior to his employment with Miracle Ear, Mr. Obermeier was a full-time Senior Pastor, for Christian Church in Missouri and Illinois from 1972 to 1989. Since 1989, Mr. Obermeier has been a part-time Senior Pastor for Christian Church, New Bloomfield, MO.

Mr. Obermeier is married to Diana Obermeier, they have two children and 3 grandchildren.

Mr. Obermeier's term as member of the Board of Examiners for Hearing Instrument Specialists expires February 2, 2006.



CHAIR'S REPORT



*Charlotte Connell,
Board Chairman*

On behalf of the Board, I would like to take this opportunity to welcome our newly appointed member, Roger Obermeier of Jefferson City, Missouri. The Board looks forward to working with Mr. Obermeier as its newest member.

I would also like to thank Dennis Cory and Mark Goffinett for their hard work and dedication to the Board. Mr. Cory served as a member of the Missouri Board of Examiners for Hearing Instrument Specialists from February 22, 1996 to September 8, 2003. Mr. Goffinett served as a member of the Missouri Board of Examiners for Hearing Instrument Specialists from April 5, 2000 to February 2, 2004. Mr. Cory and Mr. Goffinett were great assets to the Board and their presence and wealth of knowledge will be greatly missed.

A seminar for supervisors was held on March 11, 2004. The seminar focused on how supervisors can prepare Hearing Instrument Specialists In-Training for the Missouri Practical Examination. The seminar attracted not only registered supervisors but also future supervisors and licensees. There were approximately 36 individuals in attendance.

The Board discussed not only the examination procedures but provided an overview of the examination. The Board has determined that the priorities in the administration of the Practical Examination are: 1) To give a fair and impartial exam which enables every qualified applicant the opportunity to enter the profession; 2) To ensure the competency of individuals entering the profession through an examination which adequately measures the examinees preparation; and 3) To maintain exam security.

Once an individual applies for a temporary permit, they are provided an information letter. The letter is intended to communicate the procedures which are used by the Board in administering the Practical Examination. I would like to update licensees on

information regarding the Practical Examination.

The examination includes oral questions and a "Hands On" Audiometric Testing section, which covers the following areas:

- 1) Audiogram Interpretation
- 2) Fitting
- 3) Post-Fitting Verifications
- 4) Pre-Evaluation Procedures
- 5) Air Conduction, with masking, as needed
- 6) Bone Conduction, with masking, as needed
- 7) Speech Testing, with masking, as needed
 - a) SRT (Speech Reception Threshold)
 - b) MCL (Most Comfortable Level)
 - c) Speech Discrimination
 - d) UCL (Uncomfortable Loudness Level)
- 8) Making an acceptable ear impression.

The examination is divided into three (3) parts: Ear Impressions, Audiometric Testing and Audiometric Interpretation. Each section is administered by a team of two Board members or other designated professionals. The Board office staff totals all the scores.

It is also important to add that applicants must bring their own ear impression material, audiometer, and any other material or product that they would use in the sale of a hearing aid. Equipment should be in good working order as evidenced by a receipt of annual calibration of the audiometer. Failure to have the necessary equipment will be sufficient reason to disallow the applicant the opportunity to take the practical portion of the examination and cause forfeiture of the examination fee. The Board will not allow the use of an OtoWizard during the practical examination.

We hope this information answers some questions and provides direction to supervisors. Should you have any questions, please feel free to contact the board office.

EXECUTIVE DIRECTOR'S REPORT



*Dana K. Hoelscher,
Executive Director*

In February 2004, the Board conducted its second continuing education audit. The random audit included 10% of the total number of licensed hearing instrument specialists (43) and all board members. Licensees were notified by mail that they had been randomly selected for the continuing education audit and were requested to provide

documentation that verified compliance with the continuing education requirements, which included a copy of the continuing education certificate.

The audit has been completed, all responses to the Board's audit have been received and no violations have been noted. The Board, however, had several instances of certificates being submitted that did not indicate the organization that sponsored the course or if the course was approved by NIHIS, AAA or ASHA. Please make certain that the certificates obtained include the sponsoring organization, the name of the course, date, place and hours of attendance. If the course is NIHIS, AAA, or ASHA approved it should indicate such on the certificate. It is very important that the licensee maintain all continuing education documents and certificates obtained.

The Board has made the following changes to its rules: 4 CSR 165-2.010 Hearing Instrument Specialist in-Training (Temporary Permits) has been amended to include language that would allow a student attending a hearing sciences program at an accredited college or university that is participating in a practicum to complete that program without obtaining a temporary permit. The rule requires that the student be under the direct supervision of a registered supervisor and defines direct supervision as the licensed hearing instrument specialist is on the premises where the patient is being treated and is quickly and easily available and the patient has been examined by a licensed hearing instrument specialist at such times as acceptable hearing instrument spe-

cialist practice requires. Such student shall not identify themselves as a "hearing instrument specialist", "hearing instrument specialist in-training" or a "temporary permit holder". The rule will become effective on September 30, 2004.

I would also like to remind licensees that all applicants for a hearing instrument specialist license are required to submit an application fee of \$150.00. Section 346.045, RSMo, states, "The division shall license each qualified applicant, without discrimination, who passes an examination as provided in this chapter and upon the applicant's payment of the examination fee and the license fee, shall issue to the applicant a license." The Board's regulation 4 CSR 165-1.020 establishes fees and states that a Hearing Instrument Specialist Application fee is \$150.00.

Please also note that applicants must take and successfully complete the Written Examination prior to taking the Practical Examination. The Written Examination is scored by the International Hearing Society and takes approximately 4 weeks for the examinations to be scored.

Since our last newsletter, we are excited to announce our new website, www.pr.mo.gov. All Board forms can be accessed on our website, as well as, the Board's Statute and Rules. The website has become a valuable tool for the Board and to potential applicants and licensees.

The Board asks that any questions you may have be referred to the Board's office. Therefore, questions can be answered based on full Board decisions and lessen miscommunication between the Board and its licensees. If questions are on complex issues, we might recommend requesting, in writing, an advisory opinion from the Board. Our hope is to make it as easy as possible for licensees to comply with Board Statutes and Regulations.

NEW LICENSING TECHNICIAN

The board would like to welcome our new Licensing Technician, Morgan Moore. Ms. Moore joined our office on April 15, 2004. Ms. Moore will serve as the Board's receptionist, will assist in the regulation and issuance of licenses for hearing instrument specialists, schedule applicants for examinations, assist in the license renewal process, complete license verifications, etc.

The Board looks forward to working with Ms. Moore as the newest addition to our office.

COMPLAINT HANDLING AND DISPOSITION PROCEDURES

The Board wants to be certain that its licensees are aware of the procedures for the filing, handling and disposition of complaints filed with the Board. All complaints received by the Board are assigned a complaint number. A complaint may be based upon personal knowledge or beliefs based on information received from other sources. The complaints must be made in writing on an official complaint form. Verbal or telephone communications are not acceptable, but you may request a complaint form by telephone, fill it out and mail it back to the Board. You may also obtain a complaint form by visiting our website at www.pr.mo.gov. In general, the complaint is considered to be a closed record and is not accessible to the public. Any complaint that is received by the Board is acknowledged in writing. The complainant will be notified of the final outcome. Any disciplinary action taken by the Board is a matter of public record and will be published in its newsletter.

Please make certain that if you are filing a complaint with the Board, including the submission of advertisements, that an official signed complaint form be submitted.

CONTENTS OF PURCHASE AGREEMENTS

Throughout this past year the Board has again reviewed several complaints that the purchase agreements do not meet the standards of Section 346.020, RSMo. The Board would like to remind its licensees that according to Section 346.020, RSMo any person who engages in the practice of fitting hearing instruments shall deliver to each person supplied with a hearing instrument a completed purchase agreement which shall include the licensee's signature, business address and the licensee's license number, together with specifications as to the make, model and serial number of the hearing instrument furnished. The terms of the sale shall be clearly stated in the purchase agreement using ordinary English language and terminology which is easily understood by the purchaser. The purchase agreement shall include, at a minimum, the exact amount of any down payment, the length of any trial period provided, the amount of any charges or service fees connected with any trial period and any right of the purchaser to return the hearing instrument. If no right exists to return the hearing instruments, the seller shall specify such, in writing, in the agreement. If a hearing instrument which is not new is sold, the purchase agreement and the container thereof shall be clearly marked as "used", "recased" or "reconditioned", whichever is applicable, with terms of guarantee, if any.

Also, if a hearing instrument is remanufactured or assembled by someone other than the manufacturer of the component parts, the purchase agreement shall contain the name of the manufacturer of the component parts and the assembler or reassembler of such hearing instrument.

Disciplinary action can be taken against a licensee's license to practice as a hearing instrument specialist if the above statute is not adhered to. The Board asks that your purchase agreements be reviewed to determine if the standards of Section 346.020, RSMo have been met.

STATE BOARD REPORT

New Licensees **July 1, 2003 to June 30, 2004**

Erin Anderson	Rebekah Donnelly	Susan Roberts
Jay Bassett	Gregory Freeman	Thomas Robertson
Cheri Beard	Brenda George	Jerome Rogers
Cindy Brandon	Kathryn Grote	Sarah Rotter
Kermit Brown	Richard Hogan	Timothy Routh
Janette Call	Phyllis Kessler	JoAnn Ryder
Kimberly Carnelia	Christina Koehler	Edward Sabatini
Iok-In Cheong	Richard Lewis	Morgan Shock
Michelle Cramer	Wade O'Neal	Randall States
Joyce Crawford	Jennifer Paul	

New Temporary Permit Holders **July 1, 2003 to June 30, 2004**

Martin Stangl	Gregory Cazzell	Emily Timmons
Pam Brown	John H.D. Gratton	Marquette Nimmo
Katherine White	Salena Gallaher	James Malle
Suzanne Dowler	Heather Ward	Melissa Carver
Timothy Routh	Deanna Harman	Erika Ward
Rebecca McDonald	Terri Cazzell	

RECENTLY REGISTERED SUPERVISORS **July 1, 2002 to June 30, 2003**

Susan Lew	April Doll	Vincent Yero
Bill Koons	James Gallaher	Jennifer Taylor

END OF YEAR REPORT - FISCAL YEAR 2004

Board activities as they relate to the hearing instrument specialist profession - 7/1/03 to 6/30/04

Total Number of Licenses - 448	Licenses Renewed - 424
New Licenses Issued - 33	Licenses Not Renewed for 2004 - 32
By Examination - 15	
By Endorsement - 18	
Temporary Permits Issued - 17	
Registration of Supervision	
Certificates Issued - 6	

COMPLAINTS

Official Complaints Received - 11
Investigations Conducted - 0
Disciplinary Actions Taken - 0

SEMINARS FOR CEU CREDITS

The Board of Examiners for Hearing Instrument Specialists must approve continuing education courses before a licensee can use the hours from attending a continuing education course for renewal of a license. The Board has tried to make the continuing education approval process easy for its licensees and through its rule 4 CSR 165-2.050(1)(A), have established programs that are automatically approved. This means the automatically approved sponsors are not required to receive prior Board approval. 4 CSR 165-2.050(1)(A) states that the Board will automatically approve continuing education programs that are approved by the following organizations: 1) International Hearing Society (IHS); 2) American Speech and Hearing Association (ASHA); and 3) American Academy of Audiology (AAA). However, any group or individual that wishes to sponsor an educational program to meet the standard for license renewal that is not approved by the organizations listed in subsection (1)(A) shall submit the required documentation not less than thirty (30) days prior to the presentation of the program. Licensees may subject their license to disciplinary action for reporting continuing education hours that have not been approved by the Board.

The following represents continuing education courses, which have been approved for 2004.

DATE	SPONSOR	PROGRAM NAME	HRS	LOCATION	CONTACT
1/7/04	St. Louis Children's Hospital	Neurofibromatosis 2 and Associated Tumors	1	St. Louis, MO	Lauren Storr (314) 454-2551
2/1/04 to 3/31/04	Arizona School of Health Sciences	Doctor of Audiology	12	Mesa, AR	Tabitha Parent-Buck (602) 589-1048
2/4/04	St. Louis Children's Hospital	Follow-up from Universal Newborn Hearing Screening	1	St. Louis, MO	Lauren Storr (314) 454-2551
2/6-7/04	St. Francis Medical Center	The 2004 Hearing Aid Update	12	Cape Girardeau, MO	Mary Underwood (573) 331-5163
3/3/04	St. Louis Children's Hospital	Counseling Skills in Clinical Audiology	1	St. Louis, MO	Lauren Storr (314) 454-2551
3/9/04	Kansas City Society of Audiology	Understanding and Utilizing ASSR	1.5	Kansas City, MO	Amy Lane (816) 234-3677
3/11/04	MO Board of Examiners for Hearing Instrument Specialists	Supervisors Seminar	1	Chesterfield, MO	Dana K. Hoelscher (573) 751-0240
3/19-20/04	Kansas Hearing Aid Association, Inc	Kansas Continuing Education Seminar	12	Wichita, KS	M. Day Kaufman (785) 266-4833
4/7/04	St. Louis Children's Hospital	Applications of the Bone Anchored Hearing Aid (BAHA)	1	St. Louis, MO	Lauren Storr (314) 454-2551
4/16-17/04	Nebraska Hearing Society	Seminar	12	Lincoln, NE	Marliese Mohlman (402) 463-2431
5/1/04	Rexton, Inc	Implementation and Verification of Advanced Digital Technology and Direction	5	St. Louis, MO	Christine Sever (800) 876-1141
5/5/04	Washington University, Dept of Otolaryngology	Audiologic Assumptions and Product Family Overview of Widex Hearing Aids	1	St. Louis, MO	Lauren Storr (314) 454-2551
6/2/04	Washington University, Dept of Otolaryngology	Advances in FM Technology: Phonak FM Seminar	1	St. Louis, MO	Lauren Storr (314) 454-2551
6/7/04	Washington University, Dept of Otolaryngology	Infection Control in the Hearing Aid Clinic	1	St. Louis, MO	Lauren Storr (314) 454-2551
7/13/04	Kansas City Society of Audiology	Buffalo Model for APD	1.5	Kansas City, MO	Amy Lane (816) 234-3677
	Pennsylvania College of Optometry, School of Audiology	Au.D. Courses		Elkins Park, PN	George Osborne (215) 780-1238

2004 CALENDAR OF EVENTS

DECEMBER

December 3 - Board Meeting in Jefferson City, MO at the Division of Professional Registration

December 4 - Practical Examination in Jefferson City, MO at the Division of Professional Registration

December 10 - Written Examination in Jefferson City, MO at the Division of Professional Registration



ADDRESS CHANGE

There seems to be a recurring problem with licensees not notifying the Board office of changes in their mailing address. According to the Board's rule 4 CSR 165-2.060, a licensee must notify the Board of every change in their address(es) within fifteen (15) working days.

By not keeping your mailing address current you will not receive mailings with important licensure information, which includes your license renewal.

You may notify the office of any address change by faxing written notification to (573) 526-3856 or by mailing written notification to P.O. Box 1335, Jefferson City, MO 65102.

STATE BOARD REPORT

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